



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**MARK PAYNE** • Director, Division of Health Service Regulation

January 28, 2022

To: North Carolina Board of Nursing  
North Carolina Community College System  
North Carolina Department of Public Instruction

From: Jana Busick, Chief, Health Care Personnel Education and Credentialing Section

Subject: Nurse Aide and Medication Aide State-Competency Examination Process

The Division of Health Service Regulation (DHSR) has partnered with the state-competency examination vendor, Credentia, to enhance accessibility for candidates to take state-approved competency examinations in North Carolina. Below is information regarding activities that will impact high schools, nursing schools, and medication aide instructors.

Timeline of Events

- January 28, 2022 – February 13, 2022: All systems will be down to migrate testing data from Pearson VUE legacy systems to Credentia's CNA365® credentialing system. Candidates will not be able to register for an examination. Instructors will not be able to upload candidate rosters.
- January 28, 2022: Training programs can review information regarding Credentia's new CNA365® credentialing system. Training is posted on Credentia's North Carolina [Nurse Aide](#) and [Medication Aide](#) websites. Programs should go to the Resources section on the homepage and select Training Program Materials.
- February 14, 2022: Credentia's new CNA365® credentialing system will go live.
- February 14, 2022: Training for candidates will be posted on Credentia's North Carolina [Nurse Aide](#) and [Medication Aide](#) websites.
- February 14, 2022: All active training programs on file in the current Pearson VUE PCM system will receive an email to activate their Credentia CNA365® credentialing system account.

Upcoming Process Changes

- Effective February 14, 2022, Credentia will no longer use the current computer-based test (CBT) sites from Pearson VUE. Candidates will be able to take the state-approved written examination conveniently from their home or office via an online proctored examination process. Visit the Credentia online exams [website](#) to learn more.
- Candidates will also have the option to take the Nurse Aide I written examination via paper/pencil at state-approved training locations. If a training program is interested in offering the paper/pencil examination, please contact [Credentia Facility Support](#).
- On February 14, 2022, a new process will be implemented for verifying course completions. The new process is outlined below.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION**

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### New Process for Verifying Course Completion

- The CNA365® credentialing system eliminates the roster upload process. Training programs will have an easy-to-use CNA365® inbox to verify training program course completions.
- Rather than training programs uploading candidate roster information, candidates will create their own account in the CNA365® credentialing system, select their eligibility pathway, and complete the appropriate application.
- When the candidates complete their application in the CNA365® credentialing system, their name, city, and course completion date will be electronically routed to the appropriate training program for verification.
- Training programs will have accounts in the CNA365® credentialing system, whereby they can login to review candidate information and verify course completion dates. Within the system, candidates will be organized by course completion date and training programs will have the ability to select more than one candidate when processing verification requests. In addition, training programs will receive automated system emails to alert them that a candidate verification request is pending for their review and approval in the system.

Attached, please find the Quick Reference Guide on this new method for verifying candidates in the CNA365® credentialing system in addition to voucher and reporting functionality.

If you do not receive the CNA365® credentialing system activation email on February 14, 2022, or if you have additional questions regarding this communication, please contact Credentia at 1-888-723-6773 or the Division of Health Service Regulation at [dhsr.educationconsultant@dhhs.nc.gov](mailto:dhsr.educationconsultant@dhhs.nc.gov).

CC:

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